USER GUIDE

V1.1

GoBrunch

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STARTING MEETINGS

How to Start a Meeting

In order to start a meeting:

1. Enter on https://gobrunch.com – Lobby
2. Click on **Start a Meeting**
3. Choose a room layout
4. Click on any circle to seat - if you're on a laptop. From mobile your seat will be taken automatically.
5. Your camera and mic will automatically turn on.
6. Click on the Instruction Box Step 3 - Customize the Name of the Room
7. Copy the URL and share with your invitees by e-mail, text or any social media that you like.

Recommendation and limits

1. If you need to create meetings with more than 15 people, we highly recommend you create a webinar instead. Webinars have more moderation controls and are suitable for larger audiences.
2. GoBrunch does not record meetings, only webinars.

CREATING WEBINARS

How to Create a Webinar

1. From the Lobby, click **Create your Webinar**.
2. Fill out all the information about your webinar. Your title, description and session name will appear on your landing page. You don't need to set the time zone because GoBrunch automatically captures your own time zone and converts to each one of your attendees.
3. In order to create a private event, type a secret key and do not forget to share with your invitees. Since we do not store the original secret key, please write and store in a safe place.
4. Choose the room layout. Keep in mind that you can update it later. This will also limit the number of attendees inside your seminar room but won't limit the number of registrations.
5. Do not check the option **This is a Breakout Session**, unless you want this session to be independent, and not controllable by you. If you need more information about how to create Breakout sessions, watch this tutorial: https://www.youtube.com/watch?v=3uD-p4Jycg4
6. Check the option **Record My Session** if you want to record your webinar. GoBrunch will automatically record your webinar at the time of your event. The final file will contain all the cameras, mics and screens that were streamed during your session.
7. If you want to add the presenter face in the landing page, follow the instructions here.

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CONTROLLING WEBINARS AND MEETINGS

How to start your webinar

Click on **Broadcast** icon located at the left menu bar. Yellow means on. Your camera and mic will automatically turn on. If you have more than one camera, you'll be prompted at the top center of the screen with the available options.

How to change the mic source

Mouseover the mic icon and change to the desired choice. In order to make sure if it's properly working, check if the equalizer graph is moving.

How to upload a presentation

1. Click on **Screen** located at your left bar – **Upload a PowerPoint or Pdf Presentation**. In order to preserve the fonts, we recommend you convert your presentation to PDF.
2. Once it's complete, click on the file name which will appear below to the upload option, still inside the Screen controls, located at the left bar.
3. In order to change the slides, click on the arrows at the bottom of the shared screen.

4. If you need to close it, mouse over the presentation screen and click on X.

Your attendees won't be able to download your presentation files. If you want them to, use the Files feature.

How to share your screen

1. Click on **Screen** located at your left Bar – **Share your Screen**. You cannot share your screen using Safari. If you're on Mac, use Google Chrome or Firefox.
2. If it's your first time, you'll have to install an extension. It will open a new tab.
   a. Click on **Add to Chrome** – blue button.
   b. Return to GoBrunch browser tab.
   c. Once you return, you'll be able to choose between sharing your entire desktop or an application window.
   d. Click on Share – blue button.

If you're using a Mac Catalina or superior, you may have to follow these steps:

1. Click on System Preferences.
2. Click on Security and Privacy.
3. Click on Privacy tab at the top.
4. Search for Screen Recording.
5. Check to allow Google Chrome.
6. Restart your browser.
7. It should work now.

How to turn on mics and cameras for any presenter or attendee

Moderation controls are only available in Webinar Mode.

In order to turn on the cameras or microphones for any person inside your session, type in the chatbox:

- **@user cam** - turns on camera
- **@user cam off** - turns off the camera
- **@user mic** - turns on the mic
- **@user mic** of - turns off the mic

- **@all mic** - enable all mics but they start off. Users have to click on it to turn it on. Yellow means on and Blue means off
- **@all mic off** - disable all mics
- **@user chat off** – disable any messaging coming from this specific user
- **@user chat** – allow the incoming messages of this specific user

Once the user has the camera, he or she can also share the screen. These commands won't work inside breakout sessions or meetings.

How to upload files

Click on **Files** and then the **+** icon. The uploaded files will be publicly available to anyone with access to your seminar room.

How to use the Questions feature

Any questions sent in the chat with a question mark at the end, will appear in the Questions box. Everyone can read, but only you as a creator, can delete them.

How to add your logo in the seminar room

1. Mouseover the GoBrunch logo.
2. Click on **+** to add your logo or **–** to remove GoBrunch logo.
3. This feature is under the Gourmet Plan. If you haven't upgraded your account, you'll be asked to.
4. Once you return, you'll be able to replace the GoBrunch logo by your logo or just remove the GoBrunch logo, according to your preference.
5. Supported formats are .SVG and .PNG. For better quality in different resolutions, use SVG.

How to record breakout sessions

GoBrunch currently records webinars but does not record meetings or Breakout Sessions.

If you have activity sessions in the middle of your class and need to record, you can handle it in two ways:

- At the time of activity, turn off the broadcasting. Once your attendees return, you might be able to restart it. Try to avoid restarting your broadcasting after the end time of your session. This will allow you to record only your main sessions.
- There's a workaround if you need to record the breakout sessions.
  a. Before your class starts, enter your classroom and exit to the Lounge or enter any breakout room. You may keep your camera and mic off. Stay there.
  b. Open a new browser tab and enter your Main room again. You can now normally broadcast your classroom in this tab.
  c. At the time of your activity, share your screen – your browser tab or your entire desktop. Do not close the broadcasting. - even if there's no one is in the main room - and enter the other tab that you have opened in item b.
  d. Navigate normally through the rooms providing the necessary guidance. GoBrunch will record everything that you do.
  e. When your students return to the main classroom, you can close the additional tab and continue your webinar.

VIEWING YOUR WEBINARS INFO

How to edit a Webinar

If you want to edit your Event:

1. Get in the Lobby - https://gobrunch.com
2. Click on **View Your Webinars**
3. Click on the **Edit** button

Be careful by changing the secret key. Make sure to test properly with another user before sharing the link and the key. GoBrunch does not store your original secret keys.

How to download a recording file

1. Enter on https://gobrunch.com – Lobby
2. Click on **View Your Webinars**
3. If you're video is available, you'll be able to see an activated yellow button at the right corner of the list. Click on this button. GoBrunch sends an automatic e-mail as soon the recording is processed.

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How to generate a sharable link of your video

If you want to distribute the link of your video and allow your students to download it, follow these steps:

1. Enter on https://gobrunch.com – Lobby
2. Click on **View Your Webinars**
3. Click on Generate a Video Recording Link
4. This is a feature under the Gourmet Plan. You'll be asked to upgrade in case you haven't yet.
5. Click again on Generate a Video Recording Link. Your link will be copied.
6. Share the link with your students or attendees.

How to download your registration list

In order to see your registrations:

1. Enter on https://gobrunch.com - Lobby
2. Click on **View Your Webinars**
3. Click on the number of registrants in blue. You'll download a csv file containing the registrants' information.

How to delete a webinar

1. Enter on https://gobrunch.com – Lobby
2. Click on **View Your Webinars**
3. Click on the bin icon to delete the webinar

How to add the presenter face in the landing page

1. Enter in any meeting room or webinar with the presenter
2. Click on the user avatar
3. Click on + icon to add as friend. You'll receive a notification as soon he or she accepts.
4. Get back to the Lobby - https://gobrunch.com
5. Click **Create Your Webinar**
6. Click on **Add presenter** and type the name.

7. Click on the + icon. If the presenter name is not showing, try to reload your page.

How to invite people to your webinar

- By email: the link is sent by email as soon you create your event.
- From GoBrunch's website:
    a. Enter on https://gobrunch.com – Lobby
    b. Click **View Your Webinars**
    c. Click on **Copy** in blue.

You can share the link with your invitees by e-mail, WhatsApp or any social media. If your webinar it's private don't forget to share the secret key.

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CHANGING YOUR PROFILE

In order to change your picture or any information about your account:

1. Enter on https://gobrunch.com – Lobby
2. Click on the Main Menu - 3 dashes on the top right hand
3. Click on My Account
4. Change any information you want

Here's is the direct link https://gobrunch.com/myaccount

If your avatar information is not updated inside the session room, reload your browser or sign our and log in again.

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USEFUL TIPS

Before your webinar

1. Make sure your upload speed is at least 1MB - https://www.speedtest.net/ and your Jitter is less than 7ms.
2. Test your mic before the webinar. Make sure people are able to hear you.
3. If you're planning to use the Upload feature, convert your PowerPoint file to PDF to preserve the fonts.
4. If you're planning to share your screen, add the google extension before your class.
5. If one or another student cannot hear you, make sure this is only happening for him or her. If it is, ask the student to reload the page.
6. If you have another presenter in your webinar, make sure to do the same tests with him or her.
7. Send these instructions to your students on how to join the session:
   a. If you're on Windows or Mac, use Google Chrome or Firefox. If you're on Android, use Google Chrome. If you're on iOS, use Safari 12.1 or greater. Laptops have a better learning experience, since they have bigger screens.
   b. Click on the link: {your webinar link here}
   c. Click on the Join button.
   d. Register with Google, facebook, LinkedIn or e-mail - email will require password so if you choose social media is faster.
   e. If the session is private, you'll be asked to enter the secret key. Paste or type the secret key that you received and click on the blue button to proceed.

f.   If your webinar is about to start, click on Enter Now. Otherwise, at the time of your webinar, click on your link {your webinar link here} and then Enter Now.

g.   Type your occupation and company. This will be useful when clicking over your avatar. You just have to do this once.

h.   You'll see the Seminar Room. Click in any circles to seat.

i.   When the presenter is live, you can drag the edges to increase the size of the cameras and screen shares.

j.   Enjoy!

TROUBLESHOOTING

## I can't see or hear anything

1. Make sure you are using Chrome version 28+ or Firefox 22+ on your Windows / Mac / Linux or Android. iOS works only with Safari version 12.1 or superior.

2. Refresh your browser page - that reestablishes the connection and solves 90% of the problems.

3. Nothing is working so far? Try restarting your browser.

4. If you can see but can't hear, make sure your speakers are on. Test watching any *YouTube* video.

5. There are instances and rare cases, where you are inside a company with strict firewall rules, you might have your video/audio protocols disabled. In this case, you can ask your IT department to open access for outgoing traffic via TCP or UDP port 443 on hosts on the domain gobrunch.com.

6. If none of these worked, try changing the device. If you're on your pc, switch to your mobile or vice-versa.

7. If still you are not able to see or hear, please contact us at support@gobrunch.com and we will try our best to find out what's wrong.

People can't hear or see me

1. Can you see and hear the other people? If not, please start here.

2. Refresh your browser.

3. Have you received any popup notification right after loading the page? Common problems are:

    1. **Please allow your camera or mic in your browser. It's currently blocked**. In this case, you must allow the camera and mic on your browser. Here is where and how:

        1. If you're using a PC:
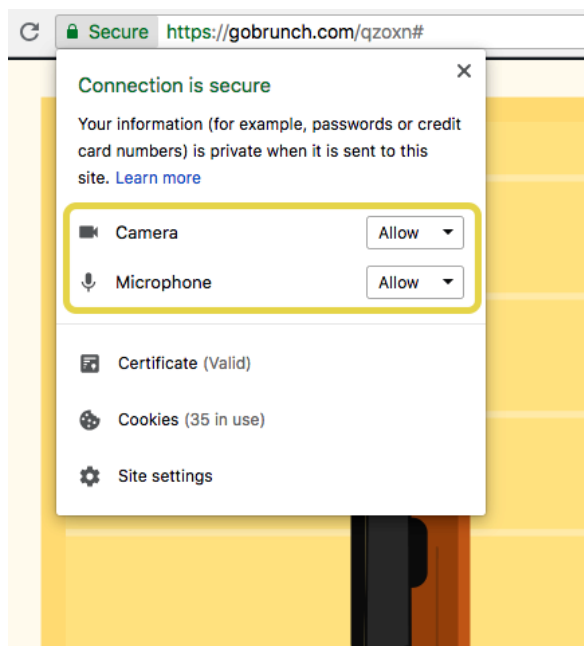
        Is your laptop from your company? In case you're getting continuous messages that the mic is being blocked and you already enabled it, it's possible that you don't have privileges to turn it on. In this case you will have to get in touch with your IT department.

        2. If you're on Android:

            1. Tap on the menu button > Settings.
               Get into Advanced section > Site settings

2. Toggle Camera or microphone switch to On

2. **We cannot detect your camera or microphone**. Make sure your mic or camera are working in other applications. Restart your browser and close all other video-conferencing tools.

4. People can see you but not hear you? Do you have 2 mics (internal and external)? Make sure the desirable mic is chosen. Mouseover the mic icon and you will see a small graph indicating which one is working.

5. People still can't hear or see you? If you have any other video-conferencing application open, close it and try again.

6. Are you the creator of the *Event*? Make sure you clicked on the **Broadcast icon**. This is not applicable for Meetings.

7. If the problem persists, please contact us at support@gobrunch.com and we will try to help you as fast as we can.

I'm unable to login

Make sure you've signed up using the media you're trying to login. Example: you're trying to login using e-mail, but you've created your account using Gmail or Facebook. In this case, you won't need any password from GoBrunch's end. All you have to do is signup using Gmail our Facebook.

If you're positive that you've created an account using e-mail, this is the link to retrieve your password: https://gobrunch.com/auth/forgot.